

Sorted by
Company Name

2011 Private Passenger Auto Insurance Company Complaints

Posted: 5/16/2012

Company Name	# of Complaints	Complaint Ratio	Complaint Index	Market Share	Premium
21st Century Advantage Insurance Company	5	0.00091	2.19308	0.15%	\$5,490,723
21st Century North America Insurance Company	8	0.00091	2.19629	0.23%	\$8,772,328
21st Century Preferred Insurance Company	3	0.00308	7.42013	0.02%	\$973,699
ALLIED PROPERTY AND CASUALTY INSURANCE COMPANY	1	0.00023	0.55375	0.11%	\$4,349,154
ALLSTATE FIRE & CASUALTY INSURANCE COMPANY	42	0.00036	0.87724	3.15%	\$115,304,707
ALLSTATE INDEMNITY COMPANY	17	0.00052	1.24288	0.90%	\$32,940,690
ALLSTATE INSURANCE COMPANY	30	0.00024	0.57141	3.45%	\$126,441,369
ALLSTATE PROPERTY AND CASUALTY INSURANCE COMPANY	27	0.00037	0.89343	1.99%	\$72,780,602
ALPHA PROPERTY & CASUALTY INSURANCE COMPANY	4	0.00032	0.77241	0.34%	\$12,471,667
AMCO INSURANCE COMPANY	1	0.00033	0.79719	0.08%	\$3,021,021
AMERICAN COMMERCE INSURANCE COMPANY	17	0.00057	1.36850	0.81%	\$29,917,040
AMERICAN FAMILY MUTUAL INSURANCE COMPANY	64	0.00058	1.38639	3.04%	\$111,175,193
AMERICAN HALLMARK INSURANCE COMPANY OF TEXAS	2	0.00975	23.47373	0.00%	\$205,193
AMERICAN MODERN HOME INSURANCE COMPANY	1	0.00079	1.90811	0.03%	\$1,262,150
AMERICAN NATIONAL GENERAL INSURANCE COMPANY	2	0.00077	1.85610	0.07%	\$2,595,040
AMERICAN NATIONAL PROPERTY AND CASUALTY COMPANY	3	0.00065	1.55708	0.12%	\$4,640,080
AMICA MUTUAL INSURANCE COMPANY	3	0.00012	0.29228	0.67%	\$24,719,057
AUSTIN MUTUAL INSURANCE COMPANY	3	0.00112	2.68859	0.07%	\$2,687,274
Charter Indemnity Company	17	0.00096	2.32374	0.48%	\$17,618,816
COAST NATIONAL INSURANCE COMPANY	20	0.00081	1.94099	0.67%	\$24,815,356
COUNTRY MUTUAL INSURANCE COMPANY	7	0.00031	0.75251	0.61%	\$22,402,840
COUNTRY PREFERRED INSURANCE COMPANY	6	0.00021	0.51713	0.76%	\$27,942,744
DAIRYLAND INSURANCE COMPANY	5	0.00056	1.34490	0.24%	\$8,953,545
ECONOMY PREMIER ASSURANCE COMPANY	1	0.00047	1.13394	0.05%	\$2,123,848
ENCOMPASS INDEMNITY COMPANY	3	0.00029	0.68727	0.28%	\$10,512,583
ENUMCLAW PROPERTY AND CASUALTY INSURANCE COMPANY	2	0.00027	0.64240	0.20%	\$7,497,920
ESURANCE INSURANCE COMPANY	13	0.00062	1.49757	0.57%	\$20,906,045

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FARMERS INSURANCE COMPANY OF WASHINGTON	146	0.00045	1.08453	8.86%	\$324,210,111
FIDELITY NATIONAL INSURANCE COMPANY	3	0.00170	4.09006	0.04%	\$1,766,468
FINANCIAL INDEMNITY COMPANY	5	0.00126	3.03968	0.10%	\$3,961,480
FIRST NATIONAL INSURANCE COMPANY OF AMERICA	27	0.00030	0.71998	2.47%	\$90,314,288
GARRISON PROPERTY AND CASUALTY INSURANCE COMPANY	8	0.00037	0.89847	0.58%	\$21,443,864
GEICO CASUALTY COMPANY	2	0.00042	1.00405	0.13%	\$4,797,210
GEICO GENERAL INSURANCE COMPANY	67	0.00046	1.11815	3.94%	\$144,308,090
GEICO INDEMNITY COMPANY	37	0.00052	1.25502	1.94%	\$71,000,972
GENERAL INSURANCE COMPANY OF AMERICA	3	0.01058	25.47268	0.00%	\$283,636
GOVERNMENT EMPLOYEES INSURANCE COMPANY	20	0.00038	0.91593	1.43%	\$52,587,645
Hallmark Insurance Company	4	0.00326	7.85324	0.03%	\$1,226,665
HARTFORD ACCIDENT & INDEMNITY COMPANY	9	0.00060	1.45009	0.40%	\$14,947,285
HARTFORD CASUALTY INSURANCE COMPANY	22	0.00069	1.65826	0.87%	\$31,951,067
HARTFORD INSURANCE COMPANY THE MIDWEST	2	0.00243	5.84967	0.02%	\$823,405
HARTFORD UNDERWRITERS INSURANCE COMPANY	17	0.00052	1.24250	0.90%	\$32,950,897
HORACE MANN INSURANCE COMPANY	2	0.00142	3.42915	0.03%	\$1,404,616
IDS PROPERTY CASUALTY INSURANCE COMPANY	23	0.00044	1.05607	1.43%	\$52,450,724
INFINITY INSURANCE COMPANY	1	0.00311	7.49630	0.00%	\$321,268
INTEGON PREFERRED INSURANCE COMPANY	15	0.00076	1.82662	0.54%	\$19,776,874
LIBERTY MUTUAL FIRE INSURANCE COMPANY	34	0.00054	1.29375	1.73%	\$63,290,965
LIBERTY NORTHWEST INSURANCE CORPORATION	6	0.00047	1.13206	0.34%	\$12,764,290
METROPOLITAN CASUALTY INSURANCE COMPANY	16	0.00039	0.93358	1.12%	\$41,274,516
METROPOLITAN GENERAL INSURANCE COMPANY	1	0.00547	13.16570	0.00%	\$182,924
METROPOLITAN GROUP PROPERTY AND CASUALTY INSURANCE COMPANY	1	0.00007	0.17548	0.37%	\$13,724,002
METROPOLITAN PROPERTY AND CASUALTY INSURANCE COMPANY	4	0.00530	12.75938	0.02%	\$754,997
MID-CENTURY INSURANCE COMPANY	4	0.03083	74.24788	0.00%	\$129,745

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MUTUAL OF ENUMCLAW INSURANCE COMPANY	19	0.00021	0.50982	2.45%	\$89,753,855
NATIONAL GENERAL ASSURANCE COMPANY	6	0.00113	2.71567	0.14%	\$5,320,951
NATIONAL GENERAL INSURANCE COMPANY	5	0.00039	0.93492	0.35%	\$12,879,886
NATIONAL MERIT INSURANCE COMPANY	5	0.00088	2.12547	0.15%	\$5,665,394
NATIONWIDE AGRIBUSINESS INSURANCE COMPANY	6	0.00030	0.73427	0.53%	\$19,679,324
NATIONWIDE INSURANCE COMPANY OF AMERICA	16	0.00045	1.09533	0.96%	\$35,179,591
NEW SOUTH INSURANCE COMPANY	1	0.00050	1.19410	0.05%	\$2,016,857
NORTH PACIFIC INSURANCE COMPANY	2	0.00042	1.01166	0.13%	\$4,761,148
OMNI INSURANCE COMPANY	19	0.00208	5.01336	0.24%	\$9,127,230
OREGON MUTUAL INSURANCE COMPANY	2	0.00025	0.61065	0.21%	\$7,887,677
Pacific Star Insurance Company	11	0.00409	9.84104	0.07%	\$2,691,946
Patriot General Insurance Company	8	0.00056	1.35262	0.38%	\$14,243,927
PEAK PROPERTY AND CASUALTY INSURANCE CORPORATION	19	0.00080	1.92451	0.65%	\$23,776,512
PEMCO MUTUAL INSURANCE COMPANY	34	0.00015	0.36126	6.19%	\$226,661,518
PROGRESSIVE CASUALTY INSURANCE COMPANY	64	0.00061	1.48085	2.84%	\$104,083,743
PROGRESSIVE CLASSIC INSURANCE COMPANY	4	0.00022	0.53502	0.49%	\$18,005,609
PROGRESSIVE DIRECT INSURANCE COMPANY	52	0.00048	1.15390	2.96%	\$108,530,271
PROGRESSIVE MAX INSURANCE COMPANY	16	0.00043	1.03108	1.02%	\$37,371,797
PROGRESSIVE NORTHWESTERN INSURANCE COMPANY	14	0.00035	0.83343	1.10%	\$40,454,961
PROPERTY AND CASUALTY INSURANCE COMPANY OF HARTFORD	16	0.00067	1.61759	0.65%	\$23,821,373
QBE INSURANCE CORPORATION	1	0.00181	4.35259	0.01%	\$553,308
RESPONSE WORLDWIDE INSURANCE COMPANY	3	0.00429	10.32613	0.01%	\$699,678
SAFECO INSURANCE COMPANY OF AMERICA	6	0.00091	2.17962	0.18%	\$6,629,558
SAFECO INSURANCE COMPANY OF ILLINOIS	52	0.00029	0.69992	4.89%	\$178,925,234
SAFECO INSURANCE COMPANY OF OREGON	2	0.00027	0.64942	0.20%	\$7,416,889
SENTINEL INSURANCE COMPANY LTD	7	0.00121	2.91710	0.15%	\$5,779,118

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Starr Indemnity & Liability Company	7	0.00172	4.14509	0.11%	\$4,067,039
STATE FARM FIRE & CASUALTY COMPANY	21	0.00041	0.98146	1.40%	\$51,530,018
STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY	141	0.00027	0.66017	14.06%	\$514,369,871
TEACHERS INSURANCE COMPANY	1	0.00041	0.97806	0.06%	\$2,462,338
TITAN INDEMNITY COMPANY	1	0.00271	6.53404	0.01%	\$368,581
TRAVELERS COMMERCIAL INSURANCE COMPANY	3	0.00068	1.64229	0.12%	\$4,399,314
TRAVELERS HOME AND MARINE INSURANCE COMPANY THE	11	0.00030	0.71902	1.00%	\$36,844,103
TRUMBULL INSURANCE COMPANY	1	0.00022	0.53374	0.12%	\$4,512,132
TWIN CITY FIRE INSURANCE COMPANY	13	0.00063	1.51297	0.56%	\$20,693,221
UNIGARD INSURANCE COMPANY	3	0.00014	0.34778	0.56%	\$20,774,756
UNITED SERVICES AUTOMOBILE ASSOCIATION	35	0.00029	0.69506	3.31%	\$121,271,638
UNITRIN AUTO AND HOME INSURANCE COMPANY	10	0.00041	0.99299	0.66%	\$24,253,165
UNITRIN DIRECT PROPERTY & CASUALTY COMPANY	1	0.00046	1.10811	0.05%	\$2,173,366
UNIVERSAL CASUALTY COMPANY	3	0.09662	232.69569	0.00%	\$31,049
USAA CASUALTY INSURANCE COMPANY	39	0.00041	0.97909	2.62%	\$95,930,421
USAA GENERAL INDEMNITY COMPANY	9	0.00029	0.69229	0.85%	\$31,308,903
VICTORIA FIRE & CASUALTY COMPANY	16	0.00272	6.53916	0.16%	\$5,892,675
VIGILANT INSURANCE COMPANY	1	0.00020	0.48930	0.13%	\$4,921,955
VIKING INSURANCE COMPANY OF WISCONSIN	7	0.00200	4.82622	0.09%	\$3,493,055
WARNER INSURANCE COMPANY	1	0.00204	4.90445	0.01%	\$491,048
WESTERN NATIONAL ASSURANCE COMPANY	1	0.00034	0.82856	0.07%	\$2,906,628
WORKMEN'S AUTO INSURANCE COMPANY	17	0.00281	6.76420	0.16%	\$6,052,669